

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

REVENUE AGENT 3

DEFINITION

Under general direction, functions as the technical expert in tax collection activities in a prescribed region of the state; will train new agents, make work assignments and assist the other agents with difficult and/or complex collection problems; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Assists supervisor by instructing employees, answering questions and distributing, balancing and checking work; may make suggestions on appointments, promotions, performance and reassignments.

Initiates legal action to enforce compliance by serving distress warrants, assisting local law enforcement officials in seizure and sale by negotiating with taxpayers, their representatives and their employers for deferred and partial payment agreements and wage garnishments.

Maintains a balanced workload among agents by assigning or reassigning work because of employee absences, geographic assignments generated by using computer analysis, and coverage of special events.

Trains new agents in all aspects of work to ensure adherence to agency policies, procedures and standards.

Assists lower level agents by accompanying them on assignments where difficult collections are anticipated or complex explanations or interpretations of existing departmental policies and procedures will be required.

Explains changes in law or departmental policy that would change or otherwise affect existing agency procedures.

Completes and provides periodic routing and special reports to the immediate supervisor upon request.

COMPETENCIES REQUIRED

Knowledge of Iowa tax laws, policies and procedures.

Knowledge of the agency's forms, requirements and procedures in computing and filing taxes.

Knowledge of basic arithmetic: addition, subtraction, multiplication and division.

Ability to write factual narrative and data based reports about tax cases.

Ability to understand complex procedures required to implement tax laws.

Ability to train employees.

Ability to make logical and accurate decisions based on interpretation of agency and state rules and regulations and data obtained from interviews.

Ability to exercise sound judgment in determining conformity to tax laws, rules, and regulations.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Four years of public contact work experience obtaining, analyzing and/or evaluating data one year of which must have been experience performing investigative or collection work in the administration of tax laws;

OR

an equivalent combination of education and experience substituting thirty semester (or equivalent) hours of accredited undergraduate level college course work for one year of the required work experience to a maximum substitution of three years (no substitution allowed for the one year of work experience administering tax laws);

OR

employees with current continuous experience in the state executive branch that includes experience equal to eighteen months of full time work as a Revenue Agent 2 shall be considered as qualifying;

OR

employees with current continuous experience in the state executive branch that includes the equivalent of thirty months of full time work as a Revenue Agent 1 shall be considered as qualifying.

NECESSARY SPECIAL REQUIREMENTS

Applicants must be available for travel and may be required to furnish their own transportation to and from work sites.

Applicants must have the ability to pass a background investigation conducted by the Department of Public Safety.

Effective Date: 4/88 BA